



TELECOMMUNICATIONS DIVISION

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PSAP MEMO ETS 01-02

June 19, 2001

EXPIRATION: When superseded or rescinded

SUBJECT: EMERGENCY 7-DIGIT TELEPHONE LINES

Since the inception of enhanced 9-1-1 service in California, the State 9-1-1 Program has mandated Public Safety Answering Points (PSAP) maintain and publish 7-digit emergency telephone numbers. Initially, this was done to provide public access to emergency services when 9-1-1 was not universally accessible and the concept of 9-1-1 was not universally known. However, due to advertising and changes in national law, 9-1-1 is now universally recognized as the number to dial to obtain emergency services. Therefore, beginning July 1, 2001, the State

9-1-1 Program will no longer require PSAPs to maintain 7-digit emergency telephone numbers. However, we will continue to reimburse PSAPs for their existing 7-digit emergency telephone lines until June 30, 2002, allowing PSAPs time to phase out the use of published 7-digit emergency lines and to change their telephone book directory listing. This policy supersedes existing policy in the State of California 9-1-1 Operations Manual, VI Edition.

In 1999, Wireless Communications and Public Safety Act S.800 was signed into law by President Clinton. Following is an excerpt of this act:

"(a) ESTABLISHMENT OF UNIVERSAL EMERGENCY TELEPHONE NUMBER.

Section 251(e) of the Communications Act of 1934 (47 U.S.C. 251(e) is amended by adding at the end the following new paragraph: "(3) UNIVERSAL EMERGENCY TELEPHONE NUMBER. The Commission and any agency or entity to which the Commission has delegated authority under this subsection shall designate 9-1-1 as the universal emergency telephone number within the United States for reporting an emergency to appropriate authorities and requesting assistance. The designation shall apply to both wire-line and wireless telephone service."

PSAPs place a very high importance on the presentation of Automatic Number Identification/Automatic Location Identification (ANI/ALI) with each 9-1-1 call. Federal Communications Commission (FCC) Docket 94-102 mandates that wireless 9-1-1 calls in the near future be delivered to the PSAP with ANI/ALI. Without the benefit of ANI/ALI, dispatchers must spend additional time determining and documenting the location of the caller. Callers reporting emergencies should be encouraged to call 9-1-1 regardless of whether they are using a wire-line or wireless telephone.

Each agency must decide if they will continue to maintain published 7-digit emergency telephone numbers. The State 9-1-1 Program recommends that PSAPs not publish an alternate 7-digit emergency number that bypasses the 9-1-1 system. As an alternative, PSAPs may consider changing the listing for their current 7-digit emergency telephone lines to a "24-Hour Access Number". The directory listing change should be submitted to your

local service provider as soon as possible because directory listings are published on a yearly basis.

In the next two years, wireless 9-1-1 calls will gradually begin to be rerouted through the wire-line 9-1-1 network. During this transition period, and in lieu of previous funding for published 7-digit emergency telephone lines, the State 9-1-1 Program will fund two (2) non-published emergency telephone lines at each PSAP location. These lines shall be used exclusively to receive direct or transferred emergency wireless or wire-line calls. Calls received on these lines shall be answered in a similar manner and with the same priority as 9-1-1 lines. Any non-published PCS or wireless telephone lines previously funded by the State 9-1-1 Program will now be considered the non-published 7-digit emergency lines. The State 9-1-1 Program will not fund outgoing calls placed from these lines, foreign exchange lines, telephone line features (except Caller ID) or telephone system equipment, used for this purpose. PSAPs that currently have Caller ID capable equipment can request reimbursement for the Caller ID feature. If call traffic on these lines exceeds capacity, the State 9-1-1 Program may fund additional lines after verification of call traffic. The State 9-1-1 Program is not mandating the installation of these lines, but will fund them if a PSAP feels they are necessary.

To request reimbursement for these lines, PSAPS can either order two new lines in the PSAP's name and forward the telephone bill with a TD-285, Request for Reimbursement form, to the State 9-1-1 Program, or the PSAP may designate two existing non-published lines taken from the existing 7-digit emergency telephone line group and request reimbursement through the TD-285 process. Copies of the TD-285 Form can be found at the State 9-1-1 website located at www.telecom.dgs.ca.gov/services/911

The 9-1-1 system was developed to enhance the safety of those needing emergency services. This change will more accurately reflect our goal that 9-1-1 be recognized as the universal emergency number. Should you have any questions regarding this policy change please contact your State 9-1-1 Program analyst.

As always, you may contact me anytime at (916) 657-9911.

Sincerely,
DAPHNE RHOE
9-1-1 Program Manager